

THE TRANSFORMER

PURPOSE

The purpose of The Transformer is to provide all Air Force transporters a chance to see what their counterparts are doing in the quality arena. It is a product of an Air Force Wide Transportation Process Action Team whose mission was to find a way to communicate quality crosstell information to all transporters. This service is only one part of a three-part process to gather crosstell and then pass it on to all transportation organizations and units. We encourage you to make copies of each issue and pass them on to all personnel in your unit.

The Transformer is distributed on a quarterly basis. If your unit personnel would like to contribute, please contact your organization or MAJCOM POC (MAJCOM POCs are listed at the end of this document).

If you have a good idea, share it!

JPPSO - SAN ANTONIO MAKES ITS FIRST SERVE

Many have enjoyed The Transformer on the World Wide Web for months. Randolph AFB had been generous enough to give us the Web space so we could make that available. Now, JPPSO-San Antonio is serving up our own Web. The Transformer can now be found by pointing your browser to <http://131.44.127.25/transformer/>. You will see the same easy format and consistent layout that you did when we were hosted on Randolph's Web server.

Our Web server is still in its infancy, so check on it periodically for changes and updates. If you



have difficulty, you can call the JPPSO - San Antonio Computer Support Branch, and we will try to get you through it.

If you don't have access to the Internet, or are not sure how to jump on the World Wide Web, contact your local computer support office for more information.

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AERIAL PORT OPERATIONS

C-5 ALC Underway

What was formerly known as Phase II is now being called Aircraft Loading Certification, or ALC. The program allows aerial port personnel to perform loading and unloading operations without the presence of an aircraft loadmaster. The C-5 ALC program will not appreciably differ from the existing C-141 program and will be for aft door operations only. ALC also affords aerial port management the flexibility for resource

management allowing for even workload distribution, when needed.

The HQ AMC Directorate of Operations authorized development of the C-5 ALC program and the Cargo Management Branch (AMC/DOJC) is finalizing details for implementation. Lesson plans are currently being coordinated and validated by HQ AMC Airlift Operations Standardization and Evaluation Branch. Once this coordination is complete, final edit will be accomplished.

A C-5 ALC workshop will be conducted 8-12 Jul 96 at Travis AFB, California. The program will be for intransit stations only. Locations are Ramstein AB, RAF Mildenhall, Elmendorf AFB, Hickam AFB, Yokota AB, and Kadena AB. The program was not implemented at home stations because of the duty loadmaster program and the impact on loadmaster currently requirements as well as training capabilities.

ALC instructors/evaluators currently C-141 qualified will be trained for C-5 operations. Upon successful completion of instruction and evaluation by stan/eval loadmasters, these instructors/evaluators will be authorized to take the C-5 program back to their respective home stations to stand up the program.

The program is managed by air transportation personnel IAW AMCI 24-101 Vol. 7, AMC ALC Aircraft Load Planning and Loading Program.

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AMC Temporary Category B Channel Extension--Miami

In preparation for the heavy summer Olympic passenger traffic through Atlanta's Hartsfield IAP, AMC has established a temporary Cat B channel between Miami IAP and Howard AB PM. We will commence operating this temporary routing on 21 Jun 96 in lieu of the Atlanta to Howard routing. All missions will continue to originate and terminate at Charleston IAP SC during this period. We will resume normal operations through Atlanta in Sep 96. We will maintain the same level of quality service in Miami as we do for DoD Travelers at our Atlanta Channel Extension. Customer services available at Miami IAP will include baggage interlining and space available passenger processing.

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Pet Shipment Update

Pet waiver management transferred from the Passenger and Traffic Management Branch (HQ AMC/DOJP) to the Passenger Reservation Management Branch (HQ AMC/DOJR), effective 15 May 96. This change places pet reservations and pet waiver authority in one office. Pets are shipped on AMC commercial contract aircraft, at members' expense, during a PCS move. Space is limited, depending on type of aircraft. Waivers are considered for service members desiring to exceed the authorized limit of 2 pets per family authorization prescribed in DoD 4515.13-R, Air Transportation Eligibility.

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VEHICLE MAINTENANCE

Knitting Manpower out of Thin Air

Edwards AFB's "Benchmark Candidate" to extend their manpower is a useful technique that has enhanced their mission effectiveness and has Air Force-wide application.

The 95th Transportation Squadron's innovative use of personnel resulted in the addition of 12 mechanics, correcting a long-standing problem in the ratio of mechanics to vehicles. This ratio was nearly the worst in AFMC for a military maintenance operation--a ratio of 49 vehicle equivalents for each mechanic. The optimum ratio is approximately 35 vehicle equivalents per mechanic.

Transportation took three positions "out of hide" by converting early retiree positions in LGTT and LGTR to mechanic positions in LGTM, and hiring flightline mechanics who were going through a reduction in force. They also requested and won two WG-10 slots from the Wing Commander. Additionally, Edwards hired three summer workers, who were partially trained mechanics. At the end of the summer, they had proved to be a great asset to the vehicle maintenance shop. Transportation petitioned to pay their salaries from unit funds with savings realized by reducing the amount of work previously contracted downtown.

When General Services Administration's (GSA) hiring freeze began canceling out the personnel gains the squadron had instituted, the

memorandum of understanding became an important tool for discussions concerning problems with GSA. Through innovative manpower applications of their own, GSA began making Air Force special purpose vehicles their top priority and contracting out their smaller fleet work; result--far better support of mission-essential vehicles and faster warranty work through the AAFES maintenance shop on base than they had previously experienced by sending vehicles downtown.

Transportation and GSA moved to solve long-standing problems and developed an extremely productive relationship. They made customer-oriented advances, such as consolidating all mobile maintenance calls to one number, and contracting out general purpose maintenance to the AAFES gas station--channeling resulting MWR funds back to Edwards AFB. Transportation also hired an excellent part-time mechanic who was serving time on a drug charge at the Detention Facility, and put several federal inmates to work in the body shop doing general cleanup in lieu of a \$47K contract.

The result of this innovative thinking was a dramatic increase in Edwards' vehicle in-commission (VIC) rate to 91.7 percent--a steady climb ending two years of VIC rates below the 90 percent Air Force goal. Other Air Force organizations faced with manpower cuts, downsizing, deployments, and budget restrictions may be able to use this kind of paradigm shift to achieve Air Force standards using existing personnel in new ways. These personnel efforts were one reason the 95th Transportation Squadron was chosen as the best transportation squadron in AFMC for 1995.

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VEHICLE OPERATIONS

Policy Change Regarding Reports of Survey on Vehicles

There has been a major change in the criteria for processing reports of surveys pertaining to the loss, damage, or destruction of government vehicles.

Chapter 18 of the new AFMAN 23-220, covers reports of survey for vehicle damage and misuse. It requires a ROS pertaining to vehicles only when there is evidence of gross negligence, willful misconduct, or deliberate unauthorized use, or if property records must be adjusted. This is a major change from AFR 68-1, which required a ROS for both simple and gross negligence.

The new policy will correct the past practice, which charged vehicle operators for any damage to vehicles, often when the driver had used normal diligence. The new policy allows commanders to use judgment in determining the appropriate action. Commanders continue to have the authority to apply administrative or judicial punishment as required.

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Real Time Vehicle Information System (REVIS)

REVIS is HQ USAF/LGT's program to interconnect all OLVIMS computers to a central point giving worldwide visibility of Air Force vehicle assets for real time contingency and management purposes. The program was initiated in 1994 by AMC to obtain visibility of their worldwide 463L assets during contingencies. AF/LGTV and

MAJCOMs quickly recognized an opportunity to expand REVIS and automate many OLVIMS related processes.

Future use of REVIS may include reporting TCTO compliance, notification of service bulletins, transferring quarterly files, forwarding MAJCOM reports, providing system updates, and transfer of historical data when shipping vehicles. Automating these processes will significantly reduce MC&A workload and provide real time data interchange of critical vehicle operations and maintenance data.

The MAJCOMs are currently working to bring REVIS on-line, however, base level support is required to ensure timely program implementation. Each unit is responsible for its connection via the Internet or dial-up modem.

AF wide connectivity to REVIS is estimated to be complete by Oct 96.

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TRAFFIC MANAGEMENT

CAP Report Now Electronic

The upcoming Committee Against Pilferage (CAP) report due out mid July will be sent out electronically, using e-mail and file faxing.

The CAP report is an excellent management tool that can be used to identify possible problems/negative trends with moving agencies, enabling TMOs to take appropriate action. The CAP report is a summary of highly pilferable items (stereos, cameras, CDs, personal computers, jewelry,

etc.) that were missing from Air Force sponsored personal property shipments. A database was created to track these items using the same adjudicated claims documents received from Air Force claims offices. This data is retrieved semi-annually and distributed to TMOs, their major commands, and headquarters.

Producing CAP reports was very labor intensive. Initially, the report was printed, sorted, and sent off to be reproduced. When we received it back, we had to stuff and label the envelopes. Finally, we spent hundreds of dollars for postage.

A major rewrite of the computer program that generates the CAP report incorporated state-of-the-art technology to eliminate most of the "hands on" tasks. Most copies will be sent via e-mail to the headquarters, major commands, and Traffic Management Offices (TMOs). TMOs without e-mail will receive the report by fax. This change will eliminate reproduction and mailing costs, as well as significantly reduce manpower used in the distribution of the report.

In addition to saving manpower and reducing operating costs, these changes will get the report to our customers sooner.

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Commercial Air Shipments Into The United Kingdom

When using commercial air express carriers for door-to-door

delivery of material to DoD activities in the UK, shippers "must use" only those carriers that maintain an Air Mobility Command tender of service, and who are approved by Her Majesty's Customs and Excise (HMCE) to arrange customs clearance on behalf of US Forces in the UK at no additional cost to the United States Government. Carriers currently meeting this criteria are: (A) Federal Express, (B) United Parcel Service, (C) Burlington Air Express, (D) Emery, and (E) DHL. Significant border clearance delays occur when other commercial air carriers are used.

Shipments by commercial air carrier to UK contractors "do not" qualify for custom concessions under the Status of Forces Agreement, therefore the rapid clearance procedures in effect for US Forces do not apply.

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COMBAT READINESS

AFIT Opportunities For Transporters

A master's degree in Transportation Management from the Air Force Institute of Technology, remains an excellent opportunity for our young transportation officers.

This 15 month program at Wright Patterson AFB, takes students through a variety of classes culminated by a comprehensive graduate project. Classes begin in May and graduate the following October.

Graduates of AFIT are recognized as an elite corps of officers. This is why entry requirements are so stringent. The program requires a minimum 3.0 undergraduate GPA and a minimum 500 verbal, 600

quantitative score on the GRE. While these entry requirements are stiff, the rewards are real.

Officers interested in AFIT should begin immediately to attain academic eligibility. The base education office is the first stop for information. An ad will be placed on the electronic bulletin board in the Sep-Oct time frame. This will start the selection process for the '97 class. Interested officers should not wait until then, however, to establish eligibility.

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Army National Training Center and Predator Deployment Support

When General Fogelman suggested Edwards AFB provide support for the Army National Training Center's (NTC) monthly training deployments, the 95th Transportation Squadron jumped on the project. By employing dual use of manpower, facilities, and material handling equipment previously dedicated to the C-17 test program, the squadron attacked this huge, new mission by adding no new manpower or equipment. They completed deployments of 20 units through Edwards. Cargo included 142 Army helicopters and 186 Jeeps and HMMWVs. The military flights alone handled 2.9 million pounds of cargo, including 150 deployment pallets (463L), which they helped the Army troops build in accordance with joint regulations.

This new mission necessitated the development of procedures for the NTC rotations and schedules for commercial carriers and military aircraft. These schedules were provided to 20 different organizations from Vehicle Operations to Airfield

Management and Ft Irwin--often on a daily basis. As a result of this new, proven ability, Edwards aggressively sought and won other new missions for the base, such as "Take Charge and Move Out" (TACAMO), an airborne command platform formerly based at Travis and March AFB.

In addition, Transportation provided extensive support for the joint Special Forces/Predator crews arriving at Edwards from their tour in Bosnia, enroute to exercises with the Navy. They loaded C-130s enroute to St. Nicholas Island for project Trojan Spirit II. This project required Transportation crews to palletize ground-control-station generators, HMWVS, and antennas--a total cargo-load operation of 68,525 pounds. The 95th Transportation Squadron provided weeks of expert airfield support to this mission-essential unmanned aerial vehicle reconnaissance project. As a result, HQ AFMC/LGT requested that AMC include Edwards in the formal worldwide listing of aerial ports.

This manpower-stretching project was a total success--thousands of Army troops were handled on 210 commercial and 80 military flights. Other Air Force organizations faced with manpower cuts, downsizing, deployments, and budget restrictions may be able to use this kind of paradigm shift to support additional missions using existing personnel in new ways. This was one of the reasons the 95th Transportation Squadron was chosen as the best transportation squadron in AFMC for 1995.

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CCAF - A Step Ahead

What do 15 percent of active-duty enlisted Air Force personnel have that the majority of the transportation force doesn't? Their Community College of the Air Force degree! In fact, only seven percent of transportation's enlisted force have their CCAF degree.

The Community College of the Air Force was established in April 1972 to provide enlisted personnel with improved educational opportunities to meet future technological and leadership challenges. CCAF is a regionally accredited, two-year college that serves the job-related educational needs of the Air Force enlisted community.

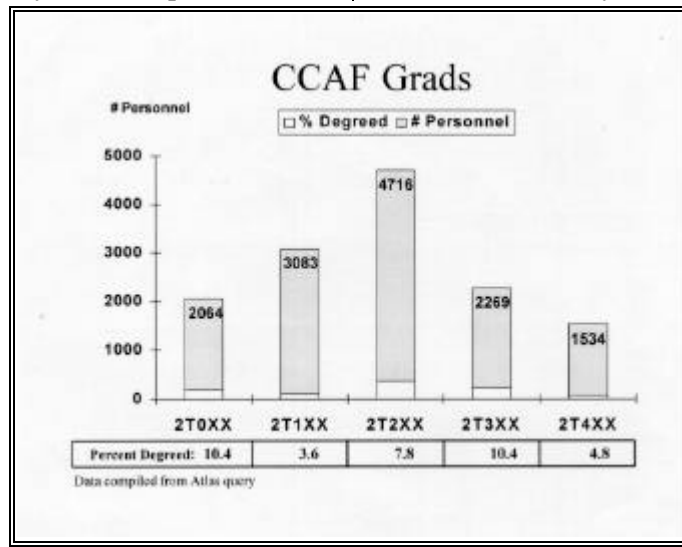
The college offers an associate in applied science degree in transportation or vehicle maintenance for enlisted members in the 2TXXX career fields. You actually earn college credit while doing your job. The average amount of credit awarded for completion of a 2TXXX 3 skill-level technical training course is 16 semester hours -- hours that can be applied directly to your CCAF degree.

Statistics indicate that CCAF graduates are promoted earlier in their career due to improved study habits and

test taking skills. Don't get left behind! Make an appointment with your local education office. They will help you obtain a progress report showing coursework needed to complete a CCAF degree. The education office will then advise you on what courses to take at a local

civilian college or recommend CLEP or DANTES tests. The tests are free and tuition assistance is available for the courses. It's that easy to get started! Soon, with some effort on your part, you too will have a CCAF associate degree.

Once you've earned your degree, you might even be interested in working at CCAF as a program administrator managing either the transportation or vehicle maintenance degree program.



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OTHER ITEMS OF INTEREST

Chief William R. Powell, Jr., Retires

HQ AMC/DOJP bids a very fond farewell to the AF's senior 2T2 -- Chief Bill Powell.

A Chief Master Sergeant for 10 years, Chief Powell has served the last two years as the AMC Superintendent of International Passenger Operations.

The Chief entered Basic Training at Amarillo AFB, TX in 1968. He has been a career transporter, save for a short stint as a supply specialist at Plattsburgh AFB in 1973.

The Chief's assignments have taken him to across the world, from Vietnam to various assignments in the Pacific and CONUS regions. He spent 20 years in overseas assignments.

Chief Powell officially retires on 1 Jul 96, but he will remain active in the transportation world at Scott AFB in his new position at USTRANSCOM working as a Global Transportation Network instructor for the SAR Corporation.

The Chief's superb leadership, expertise, outgoing personality and friendly demeanor will be missed by far too many to mention in this short space. Chief, you will be missed! A sincere "thank you" for your 28 years of dedicated and professional service.

PUBLISHER

The office responsible for the management of The Transformer is USAF/LGT with delegation to the Joint Personal Property Shipping Office-San Antonio, Texas (JPPSO-SAT). We encourage your participation and ask that you make copies of the "The Transformer" and distribute them throughout your unit.

HOW TO SUBMIT ARTICLES

Articles can be about quality initiatives, lessons learned, PAT results, etc. The crosstell you originate has to be an action that has had some results, positive or negative.

Articles may be submitted in several ways: (1) E-mail. (2) Fax. (3) Mail disk with article in plain text or Word. (4) Mail hard copy of article.

All articles **must** be submitted through your MAJCOM POC, listed on this page.

HOW CAN I GET THE TRANSFORMER?

Contact one of The Transformer Program Managers listed on this page. We can fax or e-mail it to you. Another way is to try our new MAISER automatic e-mail system. Or you can download it from the AFQI BBS or our Internet Home Page.

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BBS AND INTERNET

We post the current and back issues of The Transformer on the Air Force Quality Institute BBS and on our Internet Home Page.

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